

RSA-661: Annual Protection and Advocacy For Assistive Technology (PAAT) Program Performance Report

Table of Contents

FY

2009

State

Indiana

1 Cover Page

2 Part I - Non-Case Services

3 Part II - Case Services

4 Part III - Statistical Information For Individuals Served

5 Part IV - Systemic Activities And Litigation A1

10 Part V - Priorities

11 Part VI - Agency Administration

Screen 1 of 11

Indiana P&A - 2009

Annual Protection and Advocacy For Assistive Technology (PAAT) Program Performance Report Cover Page

Agency Name: Indiana Protection and
Advocacy Services

Address of Agency:

a. Main Office: 4701 N. Keystone Ave., Suite
222
Indianapolis, IN 46205

b. Satellite Office(s) (if applicable):

c. Contract Office(s) (if applicable):

Agency Telephone Number: 317-722-5555

Agency Toll-Free Telephone Number: 800-622-4845

Agency TTY Number:	317-722-5563
Agency Toll-Free TTY Number:	800-838-1131
Agency Fax Number:	317-722-5564
Agency E-Mail Address:	gricks@ipas.in.gov
Agency Web Address:	http://www.in.gov/ipas
Executive Director Name:	Thomas Gallagher
Executive Director Email:	tgallagher@ipas.in.gov
Staff Preparing Report Name:	Gary W. Ricks
Staff Preparing Report Email:	gricks@ipas.in.gov
Staff Preparing Report Office Location:	4701 N. Keystone Ave. Suite 222 Indianapolis IN 46205

Screen 2 of 11

Indiana P&A - 2009

Annual Protection and Advocacy For Assistive Technology (PAAT) Program Performance Report Part I - Non-Case Services

A. Information and Referral Services

- | | | |
|----|---|----|
| 1. | Total Number of Individuals Receiving I&R Services during the Fiscal Year | 27 |
| 2. | Total Number of Requests for I&R Services during the Fiscal Year | 27 |

B. Training Activities

- | | | |
|----|--|------|
| 1. | Number of Training Sessions Presented by Staff | 51 |
| 2. | Number of Individuals Who Attended These Training Sessions | 3899 |
| 3. | Describe two training events presented by the staff. | |

Training Event #1

(a) topics covered

On December 1, 2008, IPAS staff presented information about our assistive technology program to 38 attendees at the Partners in Policymaking meeting. The primary topic related to presenting an effective administrative appeal to a denial of a request for assistive technology from certain state and federal benefit programs.

(b) the purpose of the training

This training was intended to offer technical assistance to individuals with disabilities who had been denied access to assistive technology and their representatives and who had decided to appeal the denial through an administrative hearing.

(c) a description of the attendees

Attendees to the Partners in Policy Making meeting included individuals with disabilities, their friends, family members, and other advocates, and other individuals who are interested in assistive technology and disability-related issues.

Training Event #2

(a) topics covered

Information related to the agency assistive technology program was presented to fifteen attendees at the Insource/Parent Group meeting on June 12, 2009. Specifically, information was presented regarding disability rights and the administrative appeals process.

(b) the purpose of the training

The purpose of this training was to provide general information about legal rights related to disability issues as well as specific technical assistance about the administrative appeals process to individuals with disabilities and their representatives who were seeking access to assistive technology.

(c) a description of the attendees

The attendees to the Insource/Parent Group were parents/foster parents of children with disabilities or other individuals who are interested in disability issues.

4. Agency Outreach

Describe the agency's outreach efforts to previously unserved or underserved individuals including minority communities.

On July 20, 2009, IPAS staff presented information related to our assistive technology program to ten attendees at a meeting hosted by Deaf Community Services. Information presented included an overview of agency services and general information for individuals with disabilities, friends, family members, and other advocates for individuals with disabilities, and other individuals interested in disability issues. The majority of attendees identified themselves as individuals who were deaf or who have a significant hearing loss. This community has historically been underrepresented in our agency service statistics.

C. Information Disseminated to the Public by Your Agency

For each method of dissemination, enter the total number of each method used by your agency during the reporting period to distribute information to the public. For publications/booklets/brochures (item 5), enter the total number of documents produced. See instruction manual for details.

Method of dissemination	Number
1. Radio and TV Appearances by Agency Staff	0
2. Newspaper/Magazine/Journal Articles Prepared by Agency Staff	0
3. PSAs/Videos Aired by the Agency	0
4. Website Hits	64633
5. Publications/Booklets/Brochures Disseminated by the Agency	19241
5a. Number of individuals/agencies receiving documents produced in item 5	15400
6. Other (specify below)	

D. Information Disseminated About Your Agency by External Media Coverage

Describe information about your agency produced and disseminated by external media or other agencies/entities for each of the relevant categories below. Enter ?N/A? for each field not applicable for your agency.

1. Radio/TV coverage

There was no radio/television coverage of IPAS/PAAT activities this year.

2. Newspapers/Magazines/Journals

There were no newspaper/magazine/journal articles related to our assistive technology activities this year.

3. PSAs/Videos

There were no PSAs/videos produced this year related to our assistive technology activities.

4. Publications/Booklets/Brochures

There were 19,241 publications/booklets/brochures related to our assistive technology program disseminated this year.

Screen 3 of 11

Indiana P&A - 2009

Annual Protection and Advocacy For Assistive Technology (PAAT) Program Performance Report Part II - Case Services

A. Individuals Served

Report information on the individuals served during the fiscal year and the number of closed cases. Refer to the instruction manual for details on completing items 4 and 4a.

Individuals	Number
1. Individuals Served Receiving Advocacy at Start of Fiscal Year (carryover from prior)	9
2. Additional Individuals Served During Fiscal Year (new for fiscal year)	12
3. Total Number of Individuals Served During Fiscal Year	21
4a. Total Number of Cases Closed During the Fiscal Year	13
4b. Total Number of Individuals with All Their Cases Closed During the Fiscal Year	11
5. Total Individuals Still Being Served at the End of the Fiscal Year (3 minus 4b)	10

[Item II.A.3 is a checkpoint reference. Several subsequent tables will require that their totals match the number reported for the total number of individuals served during the fiscal year.]

B. Problem Areas/Complaints

Identify the problem areas or complaints of each case served by your PAAT program during the fiscal year (include new cases and carry-over cases). More than one problem area/complaint may be identified in a single case.

Complaint Area	Number
1. Architectural Accessibility	2
2. Education	1
3. Employment Discrimination	0

4. SSI/SSDI Work Incentives	0
5. Healthcare (total)	18
a. Medicaid	2
b. Medicare	0
c. Private Medical Insurance	1
d. Other specify below	15
Access to health care in Prison - 14	
Repair of AT device by vendor - 1	
6. Housing	1
7. Post-Secondary Education	0
8. Rehabilitation Services	1
9. Transportation	0
10. Voting (total)	0
a. Accessible Polling Place / Equipment	0
b. Registration	0
c. Other	0
11. Other - specify	0
12. Other - specify	
13. Total	23

C. Problem Areas/Complaints

Identify the problem areas or complaints of each case served by your PAAT program during the fiscal year (include new cases Report (1) the total number of individuals who received one or more AT devices or services as a result of casework during the fiscal year. For item (2), report by type, the total number of AT devices and services received by those individuals reported in item (1).

1. Number of individuals that received one or more AT devices or services as a result of casework (unduplicated count)

2.

Type of AT device or AT service received as a result of casework	Number of devices/services
a. Devices for communication	2
b. Devices for mobility	12
c. Devices for hearing or seeing	0
d. Devices for reading or writing	2
e. Devices to assist with household activities	2
f. Devices to assist with participation in play or recreation	0
g. Devices to assist with personal care	1
h. Devices to aid in therapy or medical treatment	3
i. Devices to assist with the use of public/private transportation	1
j. Devices to assist with employment	1
k. Devices to aid with school/learning	1
l. AT services	1
m. Other - specify below	0
n. Total number of devices and services received as a result of casework (a-m)	26

D. Primary Reason for Closing a Case File

Identify the primary reason for closing a case file. Select the best reason if more than one reason applies.

Primary Reason	Number of cases
1. All Issues Resolved in Client's Favor	8
2. Some Issues Resolved in Client's Favor	1
3. Other Representation Obtained	0
4. Individual Withdrew Complaint	0
5. Services Not Needed Due to Death, Relocation, etc.	1

6. Individual Not Responsive to Agency	0
7. Case Lacked Legal Merit	2
8. Conflict of Interest	0
9. Lack of Resources	0
10. Not Within Priorities	0
11. Issue Not Resolved in Client's Favor	1
12. Other - specify	0
13. Total (number must match Part II A4a)	13

E. Intervention Strategies for Closed Cases

Report the highest intervention strategy used for each case closed during the fiscal year, considering the lowest form of intervention to be "Short Term Assistance", and the highest to be "Class Action Suits." See instruction manual for an example. Each closed case should be counted only once -do not include any open cases in this count. the total reported on line 9 should match the total in II.D.13 above (primary reason for closing a case during the fiscal year).

Interventions	Number of cases
1. Short Term Assistance	5
2. Systemic/Policy Activities	0
3. Investigation/Monitoring	4
4. Negotiation	4
5. Mediation/Alternative Dispute Resolution	0
6. Administrative Hearing	0
7. Legal Remedy/Litigation	0
8. Class Action Suits	0
9. Total (this should match the total in Part II.A.4.a above)	13

**Annual Protection and Advocacy For Assistive Technology (PAAT) Program
Performance Report
Part III - Statistical Information For Individuals Served**

A. Age of Individuals Served

Report the age of the individuals served during the reporting period (unduplicated count). The total reported should match the total in II.A.3 above (total number of individuals served during fiscal year).

Age	Number of individuals
0 to 4	0
5 to 13	1
14 to 18	1
19 to 21	1
22 to 40	7
41 to 64	11
65 and over	0
Age Unknown	0
Total (this should match the total in II.A.3)	21

B. Gender of Individuals Served

Report the gender of the individuals served during the reporting period. The total reported should match the total in II.A.3 above (total number of individuals served during fiscal year).

Gender	Number of individuals
Male	17
Female	4
Total (this should match the total in II.A.3)	21

C. Race and Ethnicity of Individuals Served

1. Race of individuals served.

Report an unduplicated count of the self-reported racial backgrounds of individuals served under the PAAT grant during the fiscal year. If an individual reported more than one race, report that individual in the ?More than one race? category rather than each of the categories they selected. Ethnicity is treated separately from race, so for individuals who are Hispanic/Latino, it is also necessary to specify a race. See the instruction manual for more details on completing Section C. The total reported on line ?h? should match the total in II.A.3 above (total number of individuals served during fiscal year).

Race	Number of individuals
a. American Indian or Alaska Native	0
b. Asian	0
c. Black or African American	6
d. Native Hawaiian or Other Pacific Islander	0
e. White	15
f. More than one race	0
g. Unknown/not reported	0
h. Total (this should match the total in II.A.3)	21

2. Ethnicity of individuals served.

Report an unduplicated count of the self-reported ethnicity of the individuals served under the PAAT grant during the fiscal year. The total reported on line ?d? should match the total in II.A.3 above (total number of individuals served during fiscal year).

Race	Number of individuals
a. Hispanic/Latino	0
b. Non- Hispanic/Latino	21
c. Ethnicity unknown/not reported	0
d. Total (this should match the total in II.A.3)	21

D. Living Arrangements of Individuals Served

Identify the primary living arrangement of each individual served by the PAAT program during the fiscal year. For individuals who had more than one living arrangement while receiving services, please report the living arrangement when the case was opened (if theirs was a new case; report the arrangement at the beginning of the fiscal year if the case continued from the previous year). The total reported on line 15 should match the total in II.A.3 above (total number of individuals served during fiscal year).

Living Arrangement	Number of individuals
1. Community Residential Home	0
2. Foster Care	0
3. Homeless/Shelter	0
4. Legal Detention/Jail/Prison	13
5. Nursing Facility	1
6. Parental/Guardian or Other Family Home	5
7. Independent	2
8. Private Institutional Setting	0
9. Public (State Operated) Institutional Setting	0
10. Public Housing	0
11. VA Hospital	0
12. Other - describe the living arrangement	0
13. Other - describe the living arrangement	0
14. Unknown/Not Provided	0
15. Total (this should match the total in II.A.3)	21

E. Primary Disability of Individuals Served

Identify the primary disability of each individual served by the PAAT program during the fiscal year. For individuals with multiple disabilities, please select the one disabling condition deemed to be most important in the context of their case. The total reported on line 34 should match the total in II.A.3 above (total number of individuals served during fiscal year).

Primary Disabling Condition	Number of individuals
1. ADD/ADHD	0
2. AIDS/HIV Positive	0
3. Absence of Extremities	1
4. Auto-immune (non-AIDS/HIV)	0
5. Autism	0
6. Blindness (Both Eyes)	0
7. Other Visual Impairments (Not Blind)	0
8. Cancer	0
9. Cerebral Palsy	2
10. Deafness	0
11. Hard of Hearing/ Hearing Impaired (Not Deaf)	1
12. Deaf-Blind	0
13. Diabetes	0
14. Digestive Disorders	0
15. Epilepsy	0
16. Genitourinary Conditions	0
17. Heart & Other Circulatory Conditions	0
18. Mental Illness	0
19. Mental Retardation	1
20. Multiple Sclerosis	1
21. Muscular Dystrophy	0
22. Muscular/Skeletal Impairment	1
23. Orthopedic Impairments	14
24. Neurological Disorders/Impairment	0
25. Respiratory Disorders/Impairment	0
26. Skin Conditions	0

27. Specific Learning Disabilities (SLD)	0
28. Speech Impairments	0
29. Spina bifida	0
30. Substance Abuse (Alcohol or Drugs)	0
31. Tourette Syndrome	0
32. Traumatic Brain Injury (TBI)	0
33. Other Disability - specify	0
34. Total (this should match the total in II.A.3)	21

F. Geographic Location of Individuals Served

Report the geographic location of the individuals served by the PAAT program during the fiscal year. The total reported on line 5 should match the total in II.A.3 above (total number of individuals served during fiscal year).

Geographic Location	Number of individuals
1. Urban/Suburban (50k population)	4
2. Rural (17
3. Other - specify	0
4. Unknown	0
5. Total (this should match the total in II.A.3)	21

Annual Protection and Advocacy For Assistive Technology (PAAT) Program Performance Report

Part IV - Systemic Activities And Litigation

A. Non-Litigation Systemic Activities

1. Number of Policies/Practices Changed as a Result of Non-Litigation Systemic Activities

1

2. Describe the agency's systemic activity completed during the fiscal year. (Click *Add Row* at the bottom of this screen to add more)

Row 1

(a) The policy or practice that was changed, as a result of your agency's non-litigation systemic activity, along with a description of the negative impact upon individuals with disabilities

The State Office of Vocational Rehabilitation Services (VRS) had imposed an arbitrary cap on the age (10 years) and mileage (100,000) on vehicles whose owners had requested to be modified at VRS expense in order to make the vehicle accessible for the vehicle owner's use to find or retain employment. These caps were absolute and were applied broadly, apparently with no regard for the actual condition of the vehicle. This practice made it difficult if not impossible for an individual with an older vehicle to obtain modifications to the vehicle that were necessary to accommodate the driver's disability. Without the ability to have an accessible vehicle to drive, many individuals with disabilities would have difficulty finding/retaining employment. This practice was successfully challenged by one of the IPAS/PAAT advocates without the need to resort to litigation. Shortly after achieving successful resolution of this case, this same advocate achieved a successful outcome in another case against the state VR office on the same issue, also without the need for the agency to resort to litigation. It's clear that this advocate has achieved systemic change on this issue that will benefit many other individuals who need vehicle modifications in order to find or retain employment.

(b) The manner in which this change benefited individuals with disabilities

Individuals with disabilities will have the option of obtaining necessary modifications to older, higher-mileage vehicles, rather than being forced to purchase newer, much more expensive vehicles. Per report, staff of the State Vocational Rehabilitation Services have been instructed that determinations as to the mechanical condition of such vehicles will now be done on an individual basis, rather than a blanket policy of denying modifications to all vehicles of a certain age or that exceed some arbitrary mileage cap.

(c) Estimate the number of individuals potentially affected by the policy/practice change (or enter N/A)

100

(d) The method used to determine this estimate (or enter N.A)

Extrapolation of the frequency of requests for assistance on this issue received by IPAS over the last year.

(e) Include one case example of the agency's systemic activity related to this policy/practice change.

IPAS represented an individual who was diagnosed with physical/orthopedic impairments and who had requested a vehicle modification from the State Office Of Vocational Rehabilitation Services. He needed the vehicle modification in order to be able to use his van to travel back and forth to work. The Office of Vocational Rehabilitation Services had denied his request based upon an arbitrary policy they had created to deny requests for vehicle modifications for any vehicle that was over ten years old or had more than 100,000 miles on it. This policy was apparently enforced in all cases, had not been formally promulgated and had no basis in the Federal Rehabilitation Act. With our advocate's assistance, this individual received a favorable decision from an Administrative Law Judge striking down the decision by the VR office to deny the modifications to our client's vehicle. Shortly thereafter, the vehicle was sent for an independent evaluation to determine its mechanical

condition, which reflects the new policy for the VR office to consider each such request based upon the specific facts of the individual case rather than on an arbitrarily set cap on mileage or vehicle age.

Annual Protection and Advocacy For Assistive Technology (PAAT) Program Performance Report

Part IV - Systemic Activities And Litigation

A. Non-Litigation Systemic Activities

3. Number of On-going Non-Litigation Systemic Activities 1

4. Describe the agency's on-going systemic activities. (Click *Add Row* to add more)

Row 1

(a) How these activities may benefit individuals with disabilities

IPAS has taken a substantial role in assisting inmates of the state correctional facilities to obtain medically necessary assistive technology. Our approach to such issues involves assisting the inmate in filing his/her complaint through the facility grievance process, requesting that appropriate medical evaluations be performed, and advocating that prescribed assistive technology be provided to the inmate. The result of our activities has been that inmates in certain correctional facilities are more aware of the facility grievance process which provides them with a means for self advocacy on assistive technology issues. Another benefit of IPAS activities in such service requests is that correctional facility staff will continue to become more aware of their obligation to provide medically necessary assistive technology to the inmates.

(b) Estimate the number of individuals potentially affected by such activities (or leave 100 blank if N/A)

(c) The method used to determine this estimate (or enter N.A)

Extrapolation of the number of requests for assistance received by IPAS from inmates of the state correctional facilities.

(d) Describe the potential policy/practice change that may result from this activity.

Increased access to medically necessary assistive technology for inmates of correctional facilities throughout the state.

Annual Protection and Advocacy For Assistive Technology (PAAT) Program Performance Report

Part IV - Systemic Activities And Litigation

B. Litigation/Class Actions

Report information on the PAAT-related litigation for your agency.

	Category	Number
1.	Total Number of Non-Class Action Lawsuits, resulting in, or with the potential for, systemic change, pending during the fiscal year	1
	a. Number of Non-Class Action Lawsuits Newly Filed During Fiscal Year	0
	b. Number of Non-Class Action Lawsuits That were Pending at Start of Fiscal Year (carryover from prior fiscal year)	1
	c. Number of Non-Class Action Lawsuits Closed During Fiscal Year	0

If the total for question 1 is zero, skip to Question 3.

2. Describe the agency's on-going systemic non-class action litigation activities.

Using a case example that demonstrates the potential impact of the agency's class action activities, explain (a) the issue that prompted the litigation, (b) the negative impact upon individuals with disabilities and (c) the potential benefit to individuals with disabilities. If possible, (d) estimate the number of individuals potentially affected by changes resulting from the litigation and (e) the method used to determine this estimate.

- a. IPAS has one on-going systemic non-class action lawsuit. Last fiscal year, IPAS received a request for assistance from an individual with numerous physical disabilities whose treating physician had prescribed a specific kind of wheelchair, one with the capacity to lift the individual to an upright position occasionally in order to alleviate serious medical conditions that result from the extended time this individual spends sitting in a wheelchair. The State Medicaid Office denied the request for this wheelchair, stating that the medical benefits of a standing wheelchair have not been proven; this despite a submission by this individual of numerous credible medical articles explaining the medical benefits such devices can impart to individuals like our client. Additionally, specific narratives attesting to the medical benefits of this device were submitted from this individual's physical therapist, his treating physician, and his occupational therapist. This policy of denying all requests for standing wheelchairs with no regard to the specific medical need for the individual is violative of State and Federal Medicaid law, so we agreed to represent this individual to challenge this practice.

- b. Per anecdotal report, there are many individuals in the state who have requested and been denied Medicaid coverage of a standing wheelchair despite their showing of medical necessity for the device. The purpose of the Medicaid Act is to provide access to necessary medical services and devices to those who don't have the means to obtain such services and devices themselves. By enforcing this absolute prohibition on Medicaid coverage for standing wheelchairs regardless of the showing of the medical need for the device, the State Medicaid office violates both the letter and intent of the Medicaid Act. The result of this arbitrary and unyielding policy is to deny access to appropriate treatment for individuals such as our client and those similarly situated.
- c. In this case, ample documentation was submitted by the client's medical team as to the medical benefit this device would provide to him. The arbitrary and unyielding policy of the State Medicaid Office to deny every such request prevents this client and others like him from receiving the medical benefit this device will, per his treatment team, provide for him, including mitigating skin breakdown, decreasing muscle contractures, easing the pressure on his cardio-pulmonary and digestive systems, and improving his psychological state by allowing him to become more self-sufficient. It is also likely that other applicants for this device would also realize a medical benefit from using it as part of their treatment program.
- d. 50
- e. Extrapolation of the number of such requests received by our agency as well as anecdotal reports of other similar complaints.

If the total for question 1.c is zero, skip to Question 4.

3. Describe the agency's completed systemic non-class action litigation activities.

Using a case example that demonstrates the potential impact of the agency's completed non-class action activities, explain (a) the issue that prompted the litigation, (b) the manner in which individuals with disabilities were being negatively affected, and (c) the benefit to individuals with disabilities. If possible, (d) estimate the number of individuals affected by changes resulting from the litigation and (e) the method used to determine this estimate.

- a.
- b.
- c.
- d.
- e.

Report information on the PAAT-related class action lawsuits for your agency.

Category	Number
----------	--------

4.	Total Number of Class Action Lawsuits Filed and/or Pending (during fiscal year)	0
	a. Number of Class Action Lawsuits Newly Filed During Fiscal Year	0
	b. Number of Class Action Lawsuits Pending at Start of Fiscal Year (carryover from prior fiscal year)	0
	c. Number of Class Action Lawsuits Closed During Fiscal Year.	0

If the total for question 4 is zero, skip to Question 6.

5. Describe the agency's on-going systemic class action litigation activities.

Using a case example that demonstrates the potential impact of the agency's class action activities, explain (a) the issue that prompted the litigation, (b) the negative impact upon individuals with disabilities and (c) the potential benefit to individuals with disabilities. If possible, (d) estimate the number of individuals potentially affected by changes resulting from the litigation and (e) the method used to determine this estimate.

a.

b.

c.

d.

e.

If the total for question 4.c is zero, skip to Section C.

6. Describe the agency's completed systemic class action activities.

Using a case example that demonstrates the impact of the agency's class action activities, explain (a) the issue that prompted the litigation, (b) the negative impact upon individuals with disabilities and (c) the benefit to individuals with disabilities. If possible, (d) estimate the number of individuals potentially affected by changes resulting from the litigation and (e) the method used to determine this estimate.

a. N/A

b. N/A

c. N/A

- d. 0
- e. N/A

C. Litigation-Related Monitoring

Did the agency conduct any litigation-related monitoring under the PAAT program during the fiscal year? No

If yes, describe any monitoring conducted by the agency related to court orders or case settlements by (1) providing the major areas of monitoring and (2) the groups likely to be affected. (3) Address the major outcomes of the litigation-related monitoring during the fiscal year. Include (4) at least one case example that demonstrates the impact of the agency's litigation-related monitoring.

- 1. N/A
- 2. N/A
- 3. N/A
- 4. N/A

Screen 8 of 11

Indiana P&A - 2009

Annual Protection and Advocacy For Assistive Technology (PAAT) Program Performance Report Part V - Priorities

A. Priorities

For each of your PAAT program priorities for the fiscal year covered by this report, please provide the information below. You may enter data on as many priorities as you need. See the instruction manual for more details.

For each of your PAAT program priorities for the fiscal year covered by this report, please provide the information below. You may enter data on as many priorities as you need. See the instruction manual for more details.

Priority 1

- 1. Describe the priority

Increase independence and participation of individuals with disabilities in communities by assuring access to assistive technology services and devices, particularly in aspects of life such as health care, education, employment, community living and the use of telecommunications. IPAS staff will accomplish this priority

by providing education and training to increase the self-advocacy skills of individuals with disabilities, their families, and other advocates to enable them to obtain assistive technology services and devices. IPAS staff will also participate in one assistive technology conference during the year in order to remain knowledgeable about recent developments in assistive technology, legislative changes, and significant court cases involving assistive technology during the last year.

2. Describe the Need, Issue, or Barrier Addressed

Many individuals with disabilities have no access to necessary assistive technology in the areas of education, health care, employment, and community living due to a lack of financial resources with which to purchase such equipment. IPAS assists these individuals in gaining access to assistive technology through negotiation and representation in administrative proceedings and litigation.

3. Indicate the Outcome of the priority

Successfully met.

(a) Describe any external or internal implementation problems for outcomes marked not met or partially met.

N/A

4. Total Number of Cases Handled Related to the Priority (enter zero if needed)

23

5. Illustrative Cases/Activities (at least one specific case/activity description showing the success)

IPAS-PAAT received a request for assistance from "Benjamin," a 60 year-old resident of northern Indiana. Benjamin has been diagnosed with Multiple Sclerosis and uses a power wheelchair to move about his residence. Due to the progression of the disease, Benjamin is no longer able to lift himself from his bed onto his wheelchair. The local Vocational Rehabilitation office agreed to provide a lift system in Benjamin's house that would facilitate his ability to transfer from his bed to and from his wheelchair, from his wheelchair to and from his toilet, and from his wheelchair to and from his shower. As work was begun on installing the system, structural deficiencies in Benjamin's house became apparent and installation of the system stalled. Through IPAS-PAAT intervention, a revised plan was developed wherein the Vocational Rehabilitation office agreed to provide the necessary funding to correct the structural deficiencies and to complete the installation of the lift system.

Priority 2

1.	Describe the priority
	Our agency will provide timely and accurate information about disability rights and technical assistance concerning the exercise of these rights through information and referral services.
2.	Describe the Need, Issue, or Barrier Addressed
	Appropriate IPAS staff will respond to requests for information and referral and will provide technical assistance with assistive technology issues to individuals with disabilities, their families, their caregivers and other interested individuals.
3.	Indicate the Outcome of the priority
	Successfully met.
	(a) Describe any external or internal implementation problems for outcomes marked not met or partially met.
	N/A
4.	Total Number of Cases Handled Related to the Priority (enter zero if needed)
	27
5.	Illustrative Cases/Activities (at least one specific case/activity description showing the success)
	This priority does not generate actual cases but rather reflects the number of individuals for whom IPAS staff provided information and referral services.

**Annual Protection and Advocacy For Assistive Technology (PAAT) Program
Performance Report
Part V - Priorities**

B. Priorities for the Current Fiscal Year

Report your program priorities for the current fiscal year (the fiscal year succeeding that covered by this report). You may enter data on as many priorities as you need.

Row 1

1. Describe the priority

IPAS will increase the independence and participation in communities for individuals with disabilities by assuring access to assistive technology services and devices in such aspects of life as health care, education, employment, community living, and the use of telecommunications. IPAS/PAAT staff will also provide education and training to increase the self-advocacy skills of individuals with disabilities, their families, and other advocates to enable them to obtain assistive technology services and devices. IPAS/PAAT staff will also participate in one assistive technology conference during the year in order to remain current with recent developments in assistive technology, relevant legislative changes, and court decisions involving assistive technology issues during the last year.

2. Describe the Need, Issue, or Barrier Addressed

Many individuals with disabilities have no access to medically necessary assistive technology in the areas of education, health care, employment, and community living due to a lack of financial resources with which to purchase such equipment. IPAS/PAAT staff assist these individuals in gaining access to assistive technology through negotiation and representation in administrative proceedings and litigation.

Row 2

1. Describe the priority

IPAS/PAAT staff will provide timely and accurate information about disability rights and technical assistance concerning the exercise of these rights by responding to requests for information and referral and by providing technical assistance to individuals with disabilities, their families, and other individuals interested in assistive technology issues.

2. Describe the Need, Issue, or Barrier Addressed

Appropriate IPAS/PAAT staff will respond to requests for information and referral and will provide technical assistance with assistive technology issues to individuals with disabilities, their families, their caregivers, and other interested individuals.

**Annual Protection and Advocacy For Assistive Technology (PAAT) Program
Performance Report**

Part V - Priorities

C. Agency Accomplishments

Describe the most significant accomplishments of the agency during the fiscal year.

IPAS continues to make a significant contribution toward the effort to make assistive technology more accessible to individuals with disabilities. Our trained staff have successfully represented individuals through negotiation

and administrative due process without the need to file any lawsuits this year pursuant to our PAAT priorities. We opened fifteen new cases through our assistive technology priorities this year, and we have received no complaints regarding our representation. IPAS continues to maintain a reputation as an effective, responsive, and accessible advocacy organization.

On a systemic level, our outreach activities reached 3,899 individuals through 51 live training events this year, and we disseminated 19,241 PAAT-related brochures and pamphlets to interested individuals. We assisted 27 individuals this year through information and referral. While we are quite proud of the success we've had this year as we assisted individuals who were seeking access to assistive technology, we have also made significant progress with assisting those we serve in gaining the necessary knowledge and skills to effectively self-advocate. We look forward to expanding those efforts through our advocacy and outreach efforts in the coming years.

Annual Protection and Advocacy For Assistive Technology (PAAT) Program Performance Report

Part VI - Agency Administration

A. Agency Funding

Enter the sources of funds your agency received and used to carry out PAAT program activities. Round to the nearest dollar, do not include cents. Do not include in-kind contributions in the 'Other' categories. Refer to instruction manual for types of funds to report in 'Other.'

PAAT funding sources	Amount Received
1. Federal P&A (AT Act funds):	70,393
2. Program income	0
3. Other - specify below	0
4. Other - specify below	0
5. Other - specify below	0
6. Total	70,393

B. Description of PAAT Program Staff

- 1 Provide a brief description of the agency's staffing plan for carrying out PAAT activities.

Funding for administrative staff includes 3% from PAAT funds. Any client services staff can be assigned PAAT duties and PAAT funds are then charged for actual time spent on PAAT activities and priorities.

- 2 PAAT Staff

Report on the number of persons and the number of full time equivalent (FTE) staff performing PAAT activities. As applicable, include (a) staff supported in full or in part by PAAT grant funds during the current reporting year, (b) subcontractor staff supported by PAAT funds and (c) P&A management staff to the extent that their duties included oversight of the PAAT program (and salaries were paid out of PAAT funds). Do not include P&A staff who did not work on PAAT cases during the fiscal year. Report actual, not budgeted, FTE totals. See the instruction manual for an example and further details on the type of staff to include in each position.

Type of Position	Number of persons	Number of FTEs
Professional Full-time	21	1.23
Professional Part-time	0	0.00
Administrative Full-time	9	0.27
Administrative Part-time	0	0.00
Totals	30	1.50

C. Consumer Involvement

- 1 Briefly describe any consumer-responsive activities not reported elsewhere in this report (e.g., PAAT Advisory Board, forums to obtain input into planning and priorities). If not applicable, enter N/A

The priorities and objectives for fiscal year 2009 were approved by the IPAS Commission during the August 2008 meeting. Immediately following the August meeting, the approved priorities were posted for viewing on the IPAS website with an invitation for interested parties to submit comments via a variety of methods. The priorities remained posted for comment throughout fiscal year 2009.

- 2 Consumer Involvement in P&A Agency Staff and Board

	Agency staff	Agency board
Person with a disability	6.00	5.00

Family members of a person with a disability	15.00	6.00
Total	21.00	11.00

D. Grievances Filed

Number of PAAT grievances filed against the agency during the fiscal year 0

E. Collaborative Efforts

1 Collaboration with Other P&A Programs and Activities

Briefly describe your work on AT issues funded by other P&A programs (do not include activities carried out with PAAT funds).

IPAS/PAAT staff worked on some assistive technology issues that were funded through the Client Assistance Program as well as several assistive technology service requests funded through the Protection and Advocacy for Beneficiaries of Social Security program.

2 All Other Collaboration

Describe any coordination with programs that are not part of the agency (e.g. state Tech Act projects, state long-term care programs, etc.).

IPAS participated in a joint project with the Indiana Institute on Disability and Community and the Indiana Governor's Council on People with Disabilities to conduct a poll which gathered information from individuals with disabilities and their family members to share their experiences regarding access to transportation in their communities.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number of this information collection is 1820-0661. The time required to complete this information collection is estimated to average 16 hours per response, including the time to review instructions, search existing data sources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate or suggestions for improving this form, please write to: U.S. Department of Education, Washington, D.C. 20202-4760. If you have any comments or concerns regarding the status of your individual submission of this form, write directly to: Jessica Smith, 400 Maryland Avenue, SW Washington, D.C. 20202-2800..